



Retail User Guide

Android Pax Terminal

Version	Revision	Modified By	Date
1.0	Document Creation	Marivette Toro	July 16, 2025
1.1	Common Errors and FAQs	Marivette Toro and Lorell Pizarro	July 16, 2025

Table of Contents

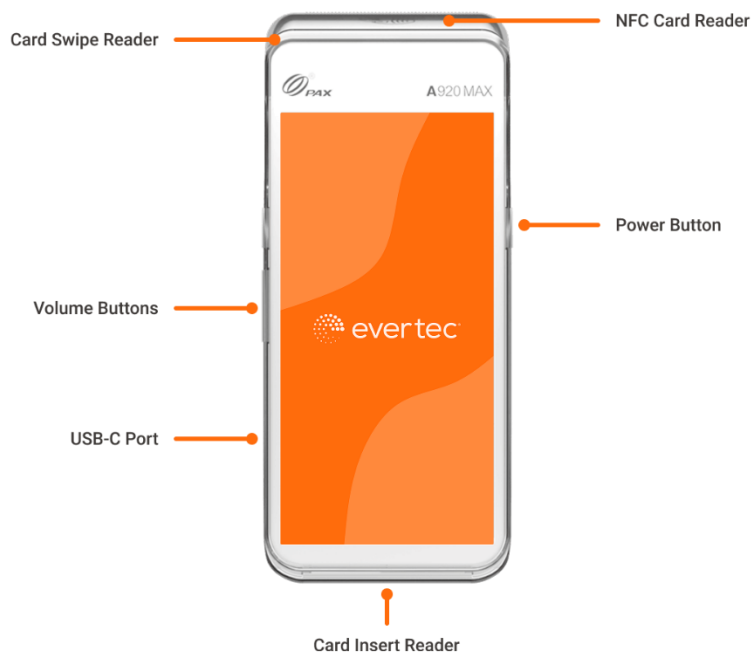
Getting Started	5
Hardware Features	5
Paper Roll.....	7
Internet Connection	8
Payments	9
Sale.....	9
Sale with Automatic Taxes	9
Sale with Manual Taxes.....	11
Sales with Cashback.....	12
Sales with Manual Entry Transaction.....	14
Return	16
Void.....	17
Void/Return.....	18
ATH Móvil	19
Sale.....	19
Return	20
EBT	21
EBT Sale.....	21
EBT Cash Sale	22
Cash Voucher Sale	23
Food Stamp Voucher	25
Return	27
Withdrawal	28
Balance	29
Cash	30
Sale.....	30
Return	31
V/Sale.....	32

VRTRN	33
Functions	34
Reports	34
History	35
Re-Print	36
Operator	36
Batch	37
Ping	38
Common Errors	39
FAQs	40

Getting Started

This guide is designed to provide you with the necessary information to operate the different functions of our new payment terminal and transaction system. Here, you will find step-by-step instructions on setting up your terminal, navigate through its various functions and troubleshooting common issues.

Hardware Features



Pax A920 MAX Hardware Features

Pax A80 Hardware Features



External Pin Pad Q25 (optional) for A80 terminal

Paper Roll

The functionality of your POS Terminal is partially dependent on having paper available for receipt printing. If the terminal runs out of paper, it will not proceed with EBT and Cash transactions until the paper roll is replenished. We recommend keeping a regular check on the paper supply and maintaining an adequate stock of receipt paper rolls to avoid any disruption in your business operations. To order new paper rolls you can contact us at 787-751-1401.



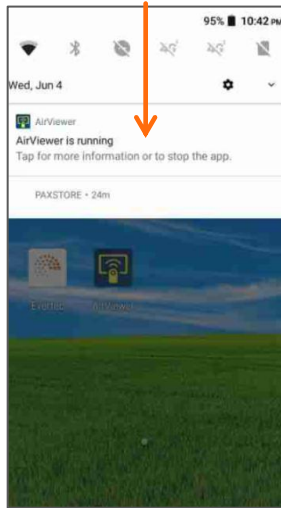
A920 MAX Replacement Paper

- A. Locate the printer door hatch on the bottom of the terminal and open the paper hatch.
- B. Install paper roll according to the diagram inside with the paper coming out from the top of the roll.
- C. Pull 6" paper from the roll. Carefully close the paper hatch until snaps into place.

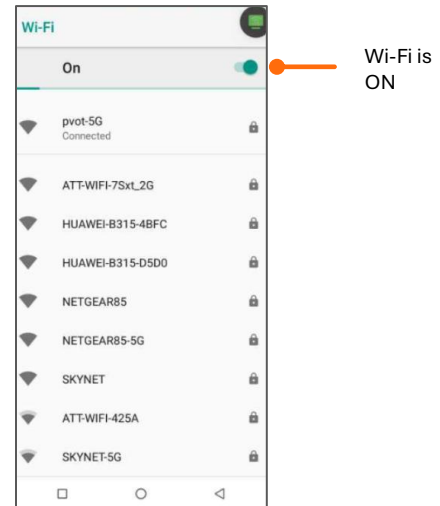
Internet Connection

This POS terminal relies on Internet connectivity, either through a mobile carrier or a Wi-Fi network, to process transactions and sync data in real time. If there is no active Internet connection, the functionality of the terminal will be significantly limited. To connect your terminal to a Wi-Fi network:

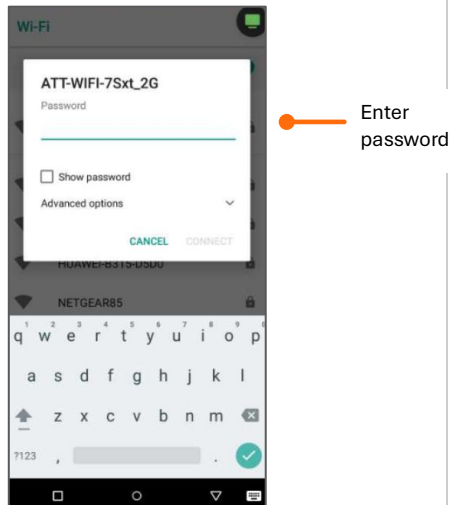
- 1 Swipe down from the notification bar and press the *Wi-Fi* connection button.



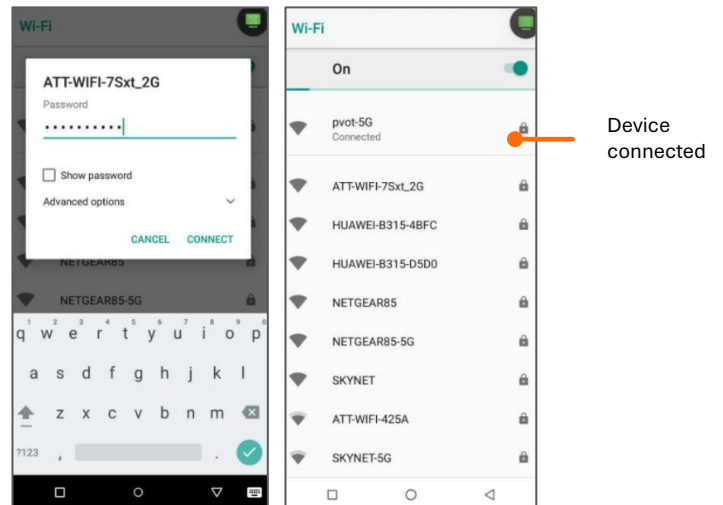
- 2 Ensure that *Wi-Fi* is turned on, and then select *Wi-Fi*. Choose your desired network from the list of available networks.



- 3 Enter the network password when prompted and select *Connect*.



- 4 A confirmation message will appear once you are successfully connected.



Regularly ensuring that your terminal maintains this connection is crucial for uninterrupted business operations. If your device is connected to a mobile carrier you don't need to perform any steps or connect it to a Wi-Fi network, but it is still recommended.

Payments

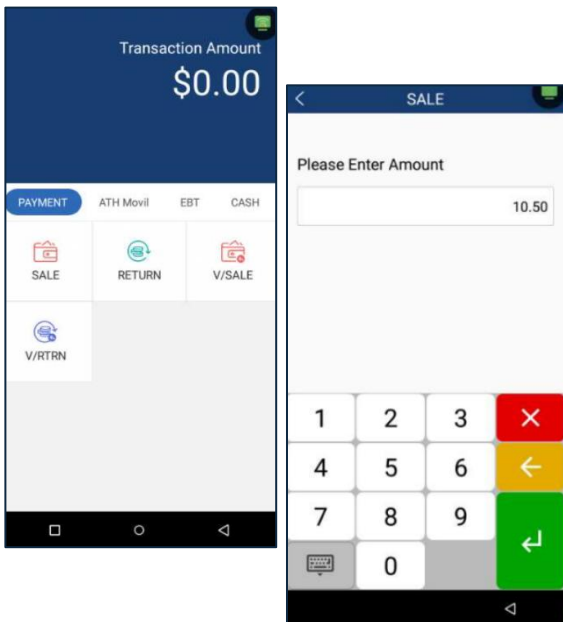
In this section, you will find information on how to process a sale using a credit card or debit card, apply automatic and manual taxes, add a tip, perform a manual entry transaction, process returns, void transactions, and handle voided returns.

Sale

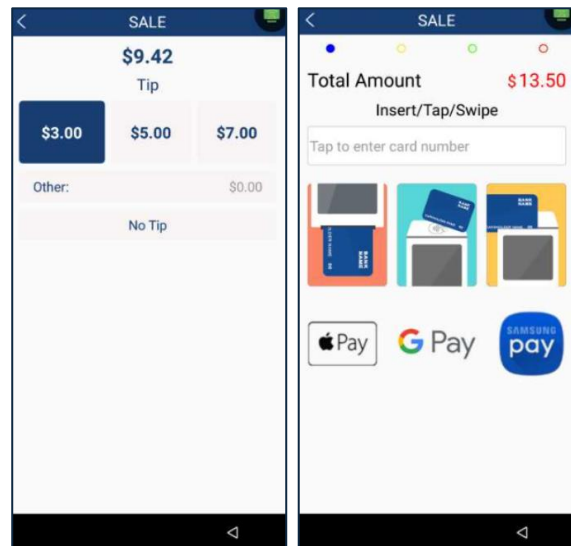
Sale with Automatic Taxes

Below are the steps to perform a sales transaction with taxes calculated automatically.

- 1 Press *Evertec* located in the main menu. Then, on the *Payment* section, press *Sale*.

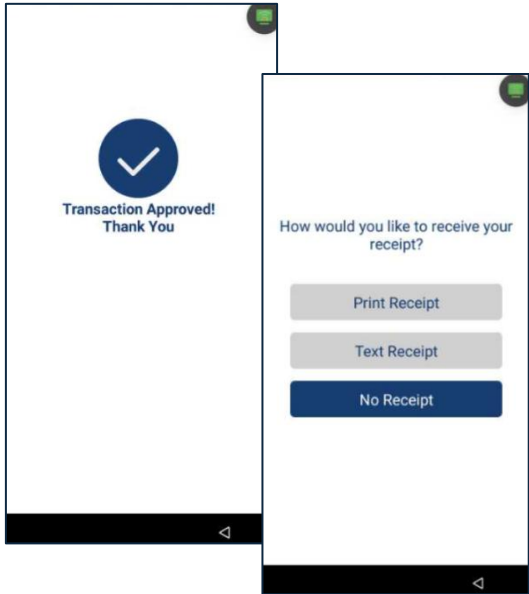


- 2 Enter the amount and add a *Tip* (If apply). On the insert/tap/swipe screen, the customer can pay with a credit card or a debit card.



- 3 Once the transaction is completed, the terminal will display the payment result (Approved, Declined, etc.)

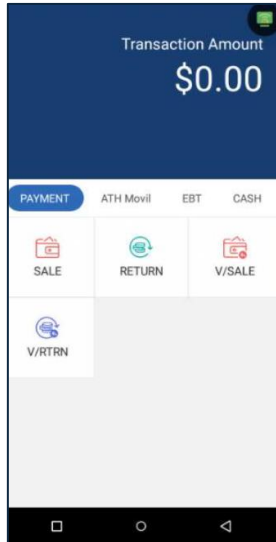
Select the method for customer's copy receipt: *Print Receipt*, *Text Receipt* or *No Receipt*.



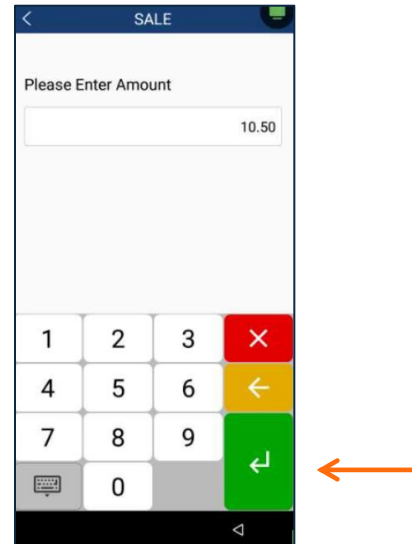
Sale with Manual Taxes

Below are the steps to perform a sales transaction with taxes entered manually.

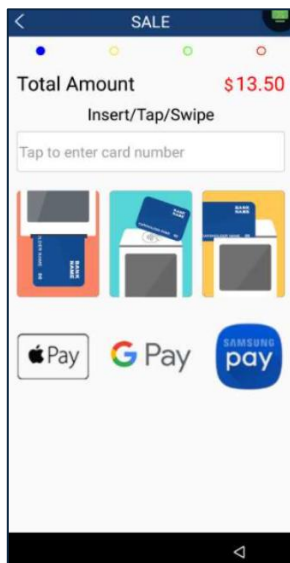
- 1 Press *Evertec* located on the main menu. Then, on the *Payment section*, press *Sale*.



- 2 Enter the amount and taxes then, press *Enter*. Select tip if applies.

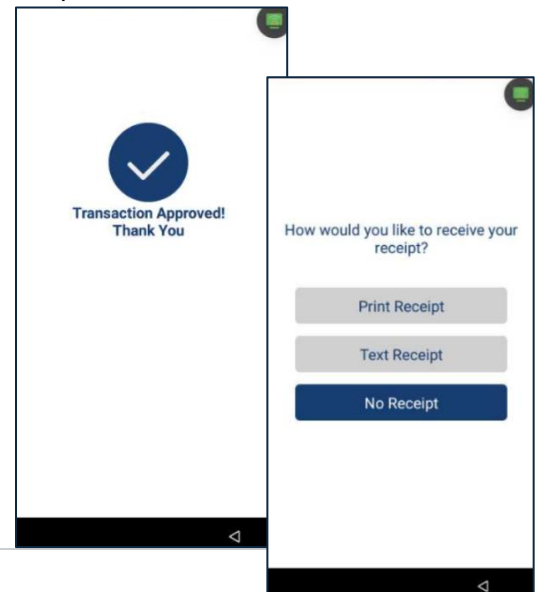


- 3 On the insert/swipe/tap screen, the customer can pay with a credit or debit card.



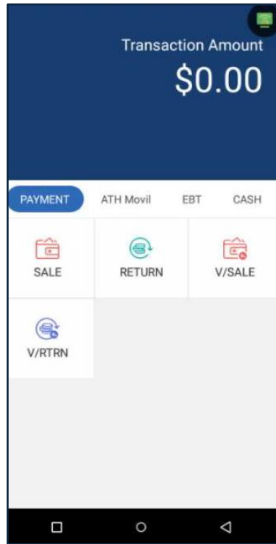
- 4 Once the transaction is completed, the terminal will display the payment result (Approved, Declined, etc.)

Select the method for customer's copy receipt: *Print Receipt*, *Text Receipt* or *No Receipt*.

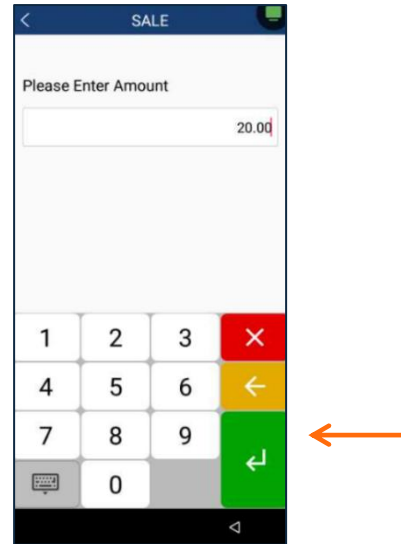


Sales with Cashback

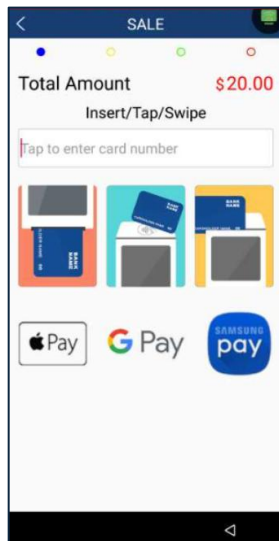
- 1 Press *Evertec* located on the main menu. Then, on the *Payment section*, press *Sale*.



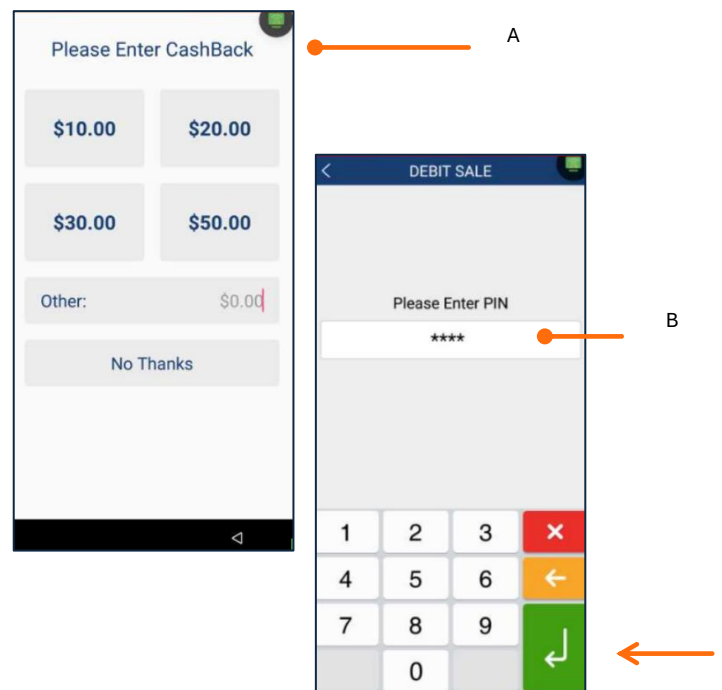
- 2 Enter the amount and taxes (If applies) then, press *Enter*.



- 3 On the insert/swipe/tap screen, the customer can pay with a debit card.

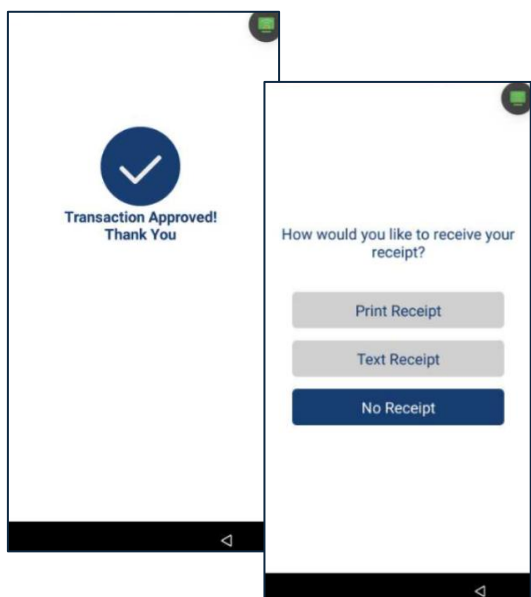


- 4 Enter *CashBack*, select between *suggested amount*, *other amount* or *no thanks*. Enter the pin number to continue.



- 5 Once the transaction is completed, the terminal will display the payment result (Approved, Declined, etc.)

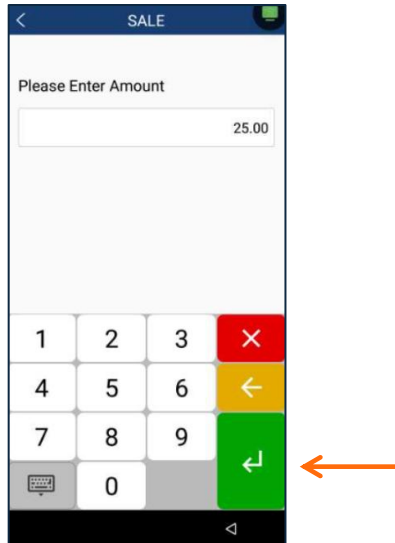
Select the method for customer's copy receipt: *Print Receipt*, *Text Receipt* or *No Receipt*.



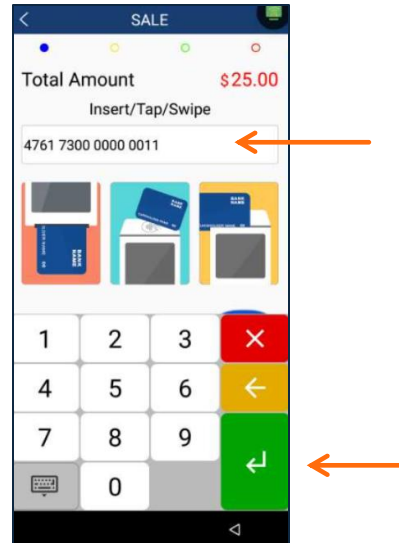
Sales with Manual Entry Transaction

Below the steps to complete a manual entry transaction with a credit card.

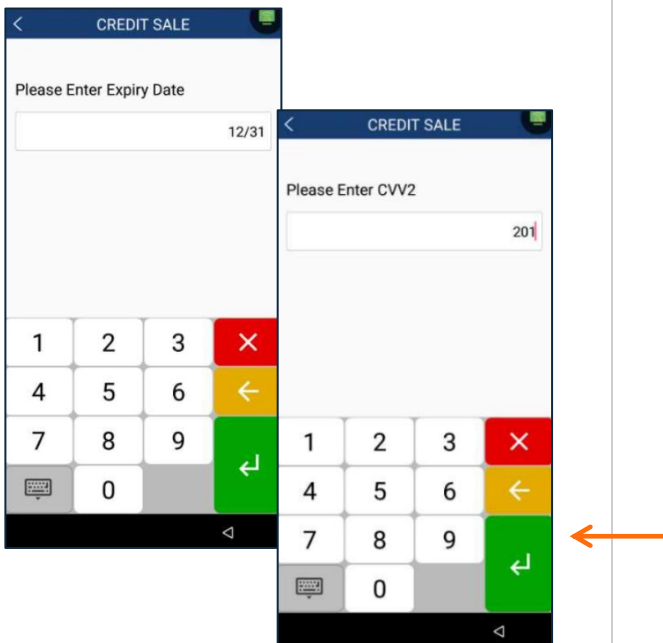
- 1 On the Payment section, press *Sale*. Enter the amount, taxes and tip.



- 2 On the insert/tap/swipe screen, tap to enter the card number.



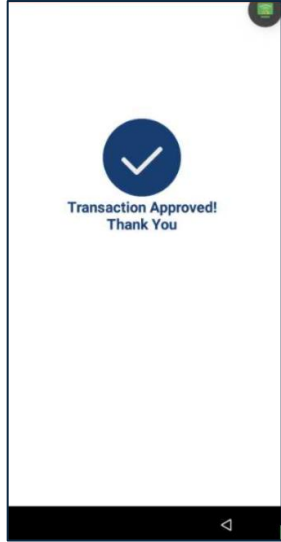
- 3 Enter *expiry date* and the *CVC2*.



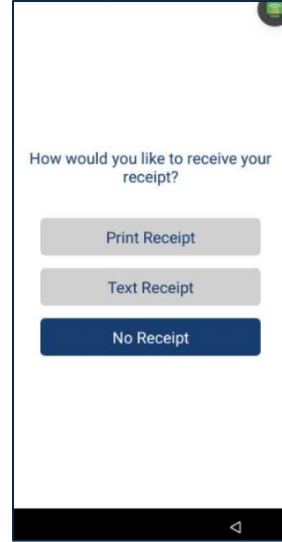
- 4 The terminal will present a signature request on the screen, or it will automatically proceed after 30 seconds.



- 5 Once the transaction is completed, the terminal will display the payment result (Approved, Declined, etc.)



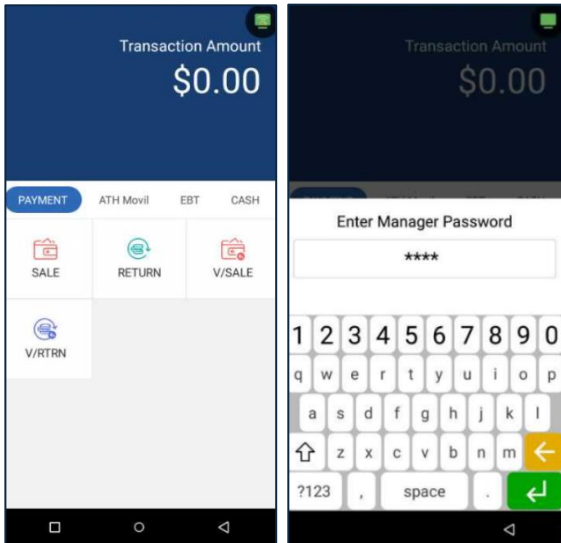
- 6 Select the method for customers copy receipt: *Print Receipt*, *Text Receipt* or *No Receipt*.



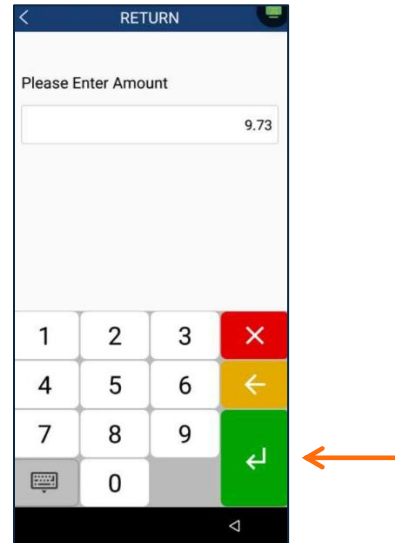
Return

Below are the steps to perform a *Refund*. For this function the terminal will request a *Manager Password*.

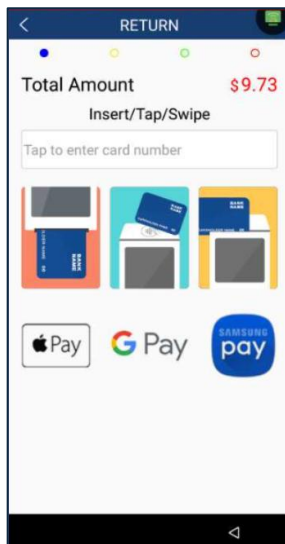
- 1 Press *Return*, then enter the *Manager Password* and press *Enter*.



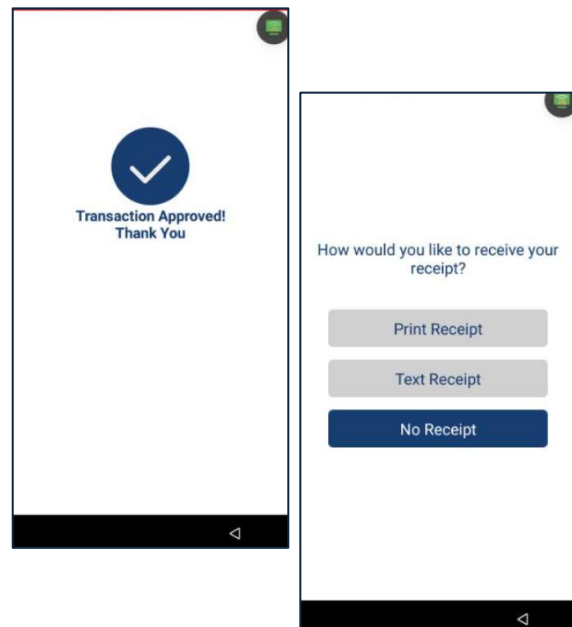
- 2 Enter the amount, taxes and tip (if applies).



- 3 On the insert/tap/swipe screen, process the refund with the applicable credit or debit card.



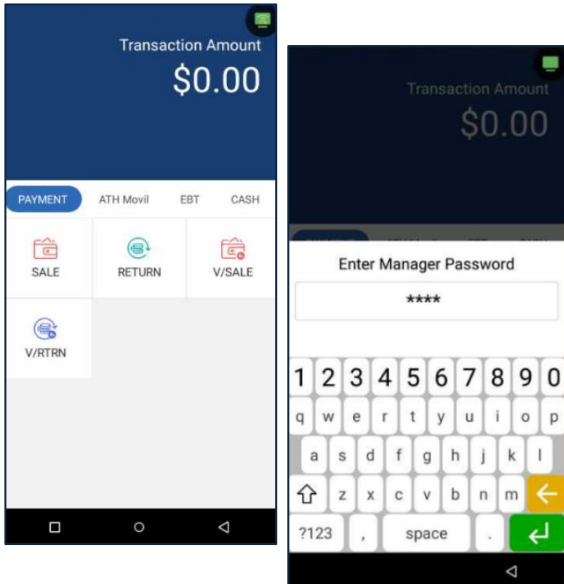
- 4 Once the transaction is completed, the terminal will display the payment result (Approved, Declined, etc.) Select the method for customer's copy receipt: *Print Receipt*, *Text Receipt* or *No Receipt*.



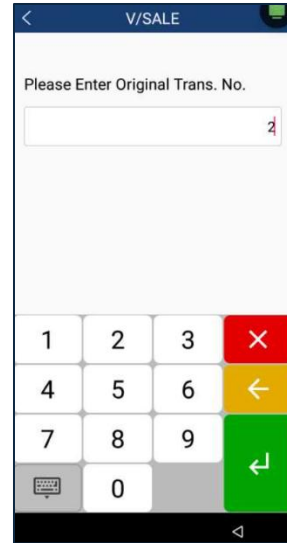
Void

Below the steps to perform a *Void* transaction to a credit card.

- 1 Press *V Sale*, then enter the *Manager Password*.



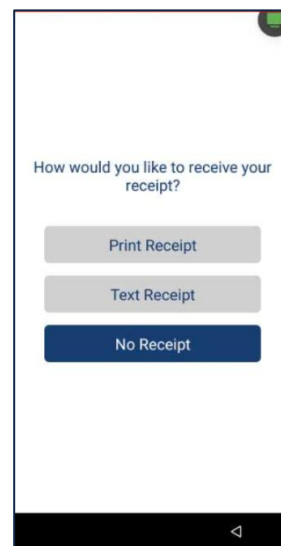
- 2 Enter the *Original Transaction Number*, then press *Enter*.



- 3 The terminal will display a summary of the transaction. Press *Confirm* to complete the *Void* transaction.



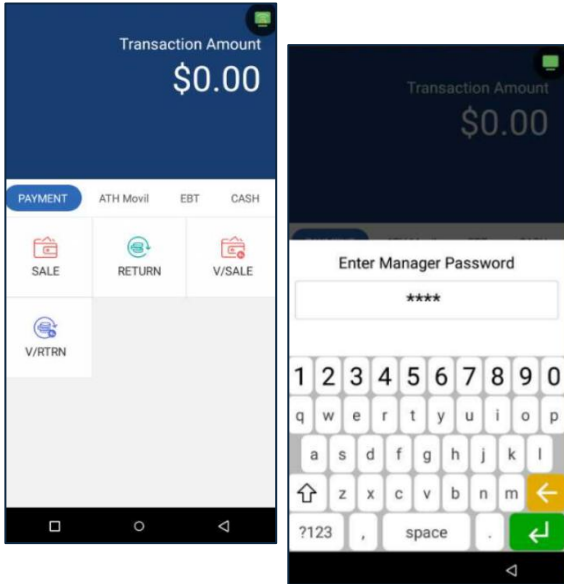
- 4 Select the method for *Customers Copy Receipt: Print Receipt, Text Receipt or No Receipt*.



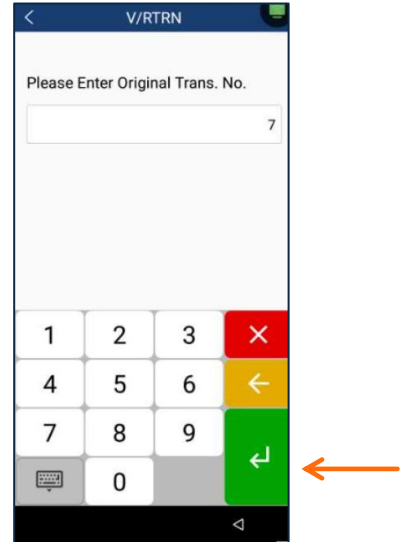
Void/Return

Below the steps to perform a *Void* for a *Refund* transaction to a credit card.

- 1 Press *V/RTRN*, then enter the *Manager Password*.



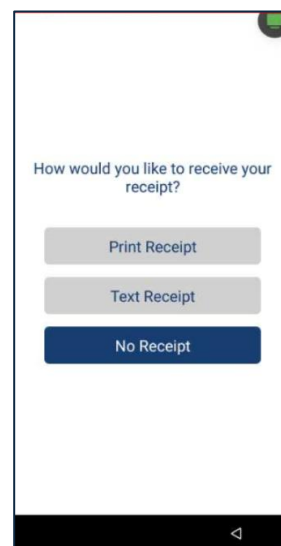
- 2 Enter the *Original Transaction Number*, then press *Enter*.



- 3 The terminal will display a summary of the transaction. Press *Confirm* to complete the *Void/Return* transaction.



- 4 Select the method for *Customers Copy Receipt: Print Receipt, Text Receipt or No Receipt*.

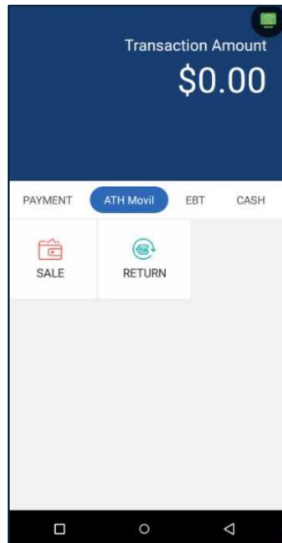


ATH Móvil

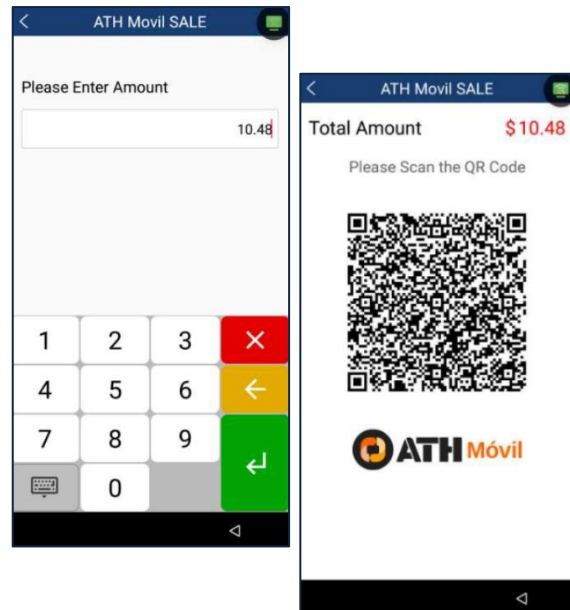
In this section you will find the steps to perform a *Sale* and a *Return* with *ATH Móvil*.

Sale

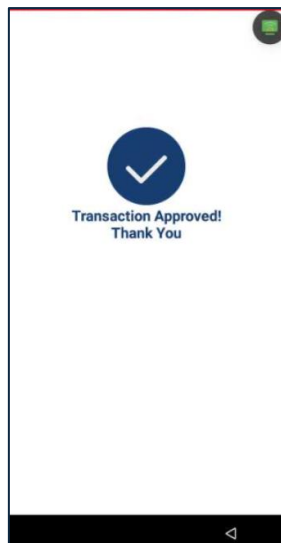
- 1 Press *ATH Móvil* then, press *Sale*.



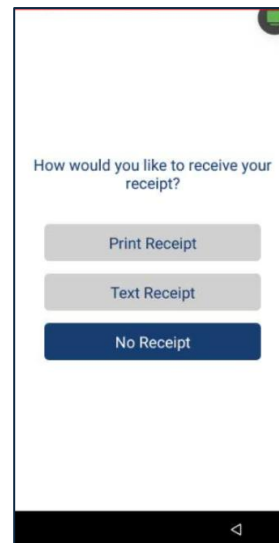
- 2 Enter the total amount, taxes and tip (if applies) then, press *Enter*. The terminal will then display the QR code to be scanned.



- 3 Once the transaction is completed, the terminal will show the payment result (Approved, Declined, etc.)



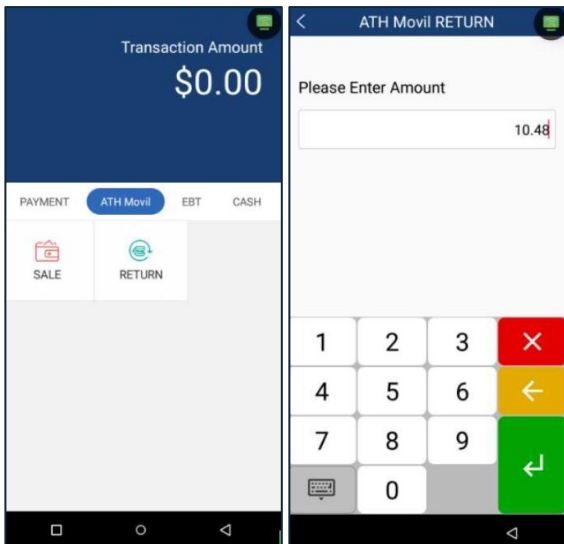
- 4 Select the method for *Customers Copy Receipt: Print Receipt, Text Receipt or No Receipt*.



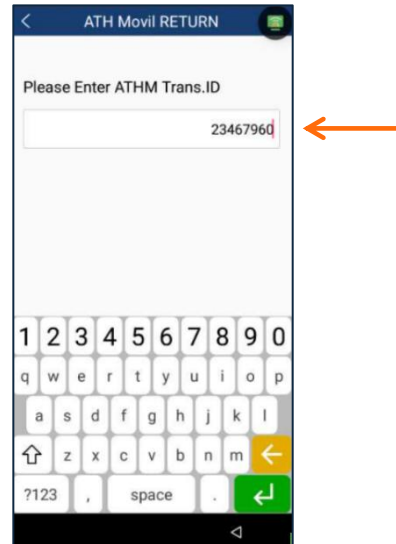
Return

Below are the steps to perform a *Refund*. For this function the terminal will request a Manager Password.

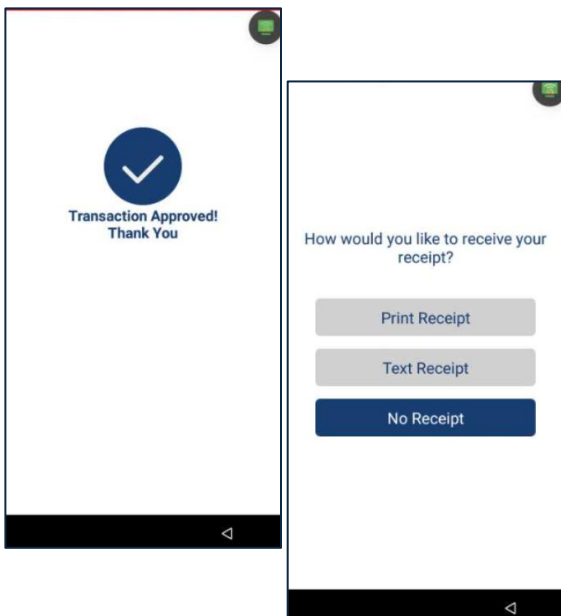
- 1 Press *Return*, then enter the *Manager Password*. Enter the amount and taxes applicable and press *Enter*.



- 2 Enter the *ATHM Trans ID* and press *Enter*.



- 3 Once the transaction is completed, the terminal will display the payment result (Approved, Declined, etc.) Select the method for customer's copy receipt: *Print Receipt*, *Text Receipt* or *No Receipt*.



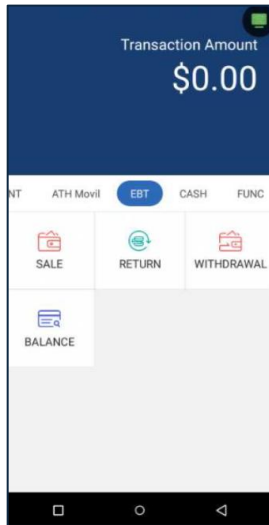
EBT

In this section, you will find the steps to perform a *EBT Sale for Food Stamp, Cash, Cash Voucher, Food Stamp Voucher, a Return, Withdrawal and Balance*.

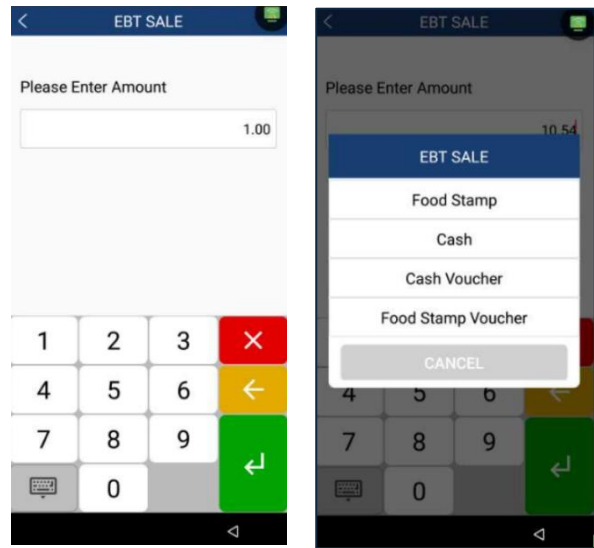
Note: Taxes are not applied for EBT transactions, except for EBT Fondo Unica.

EBT Sale

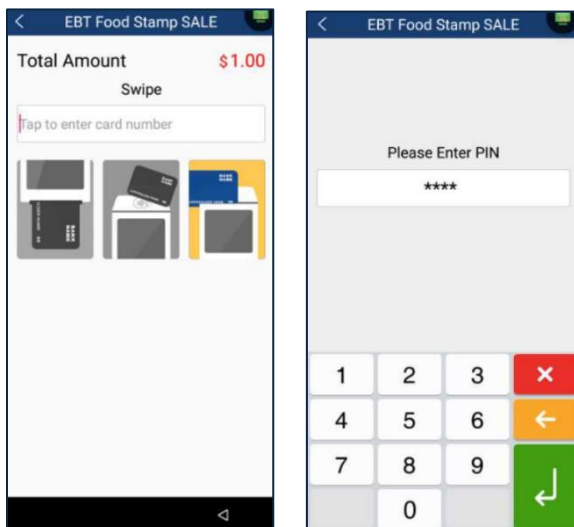
- 1 Press *Evertec* located in the main menu. Then, go to the *EBT* section and press *Sale*.



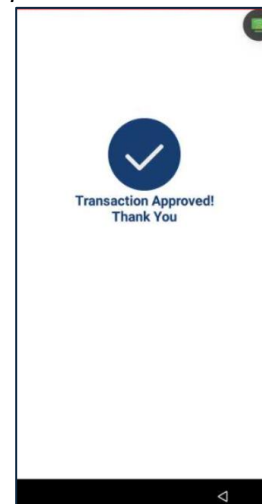
- 2 Enter the amount then press *Enter*. Select *Food Stamp*.



- 3 Swipe the card. Enter the *pin number*, then press *Enter*.

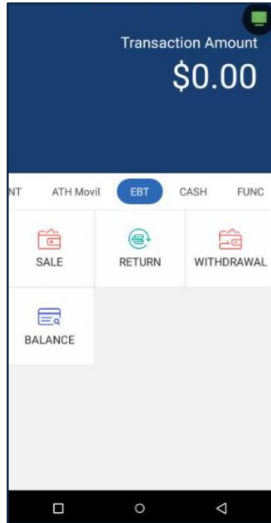


- 4 Once the transaction is completed, the terminal will display the payment result (Approved, Declined, etc.). Select a method for the *Customers Copy Receipt: Print Receipt, Text Receipt or No Receipt*.

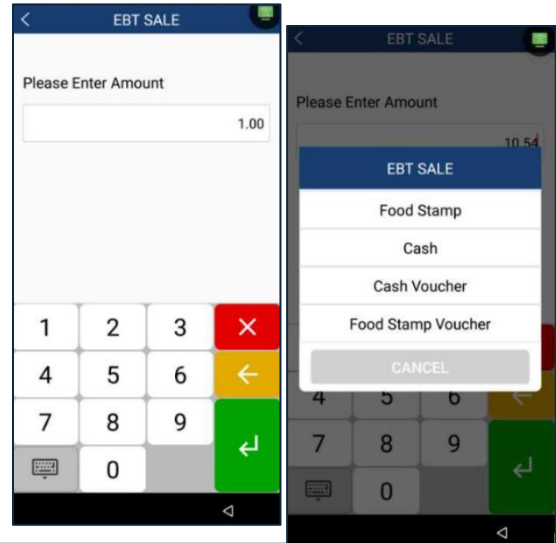


EBT Cash Sale

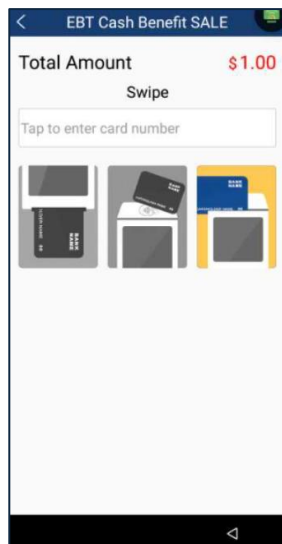
- 1 Press *Evertec* located in the main menu. Then, go to the *EBT* section and press *Sale*.



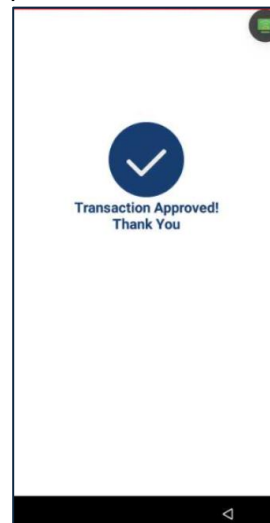
- 2 Enter the amount then press *Enter*. Select *Cash*.



- 3 *Swipe* the card to complete the transaction.

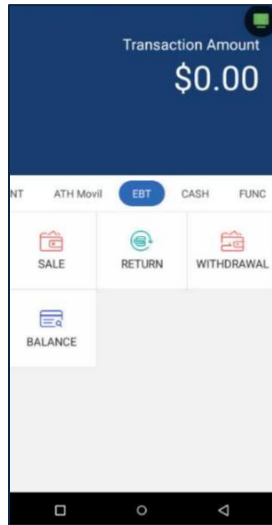


- 4 Once the transaction is completed, the terminal will display the payment result (Approved, Declined, etc.). Select a method for the *Customers Copy Receipt: Print Receipt, Text Receipt or No Receipt*.

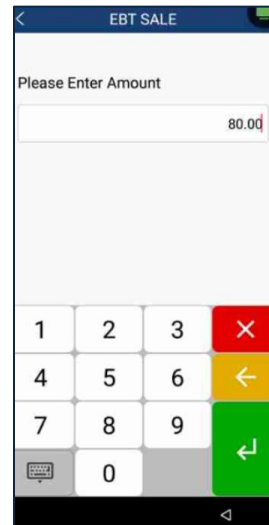


Cash Voucher Sale

- 1 Press *EBT* section and press *Sale*.



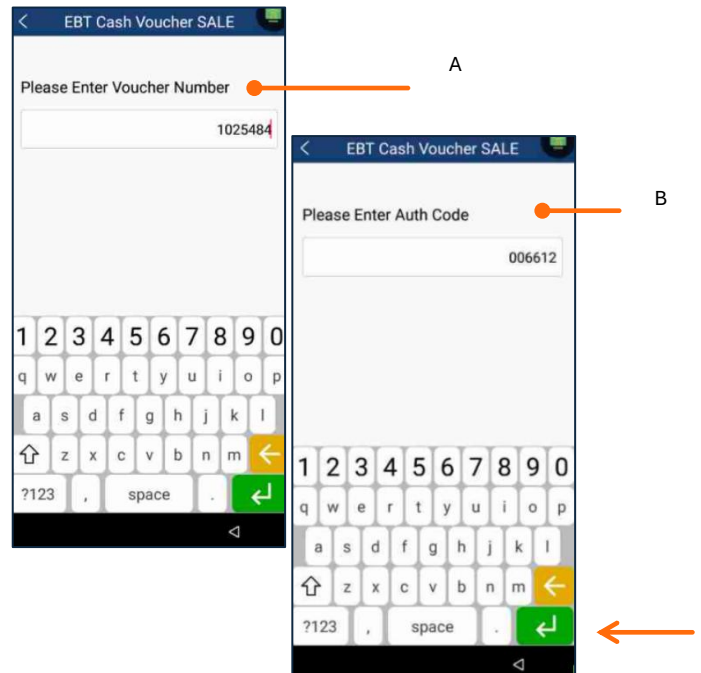
- 2 Enter the amount then press *Enter*. Select *Cash Voucher*.



- 3 Enter the *card number* then press *Enter*.

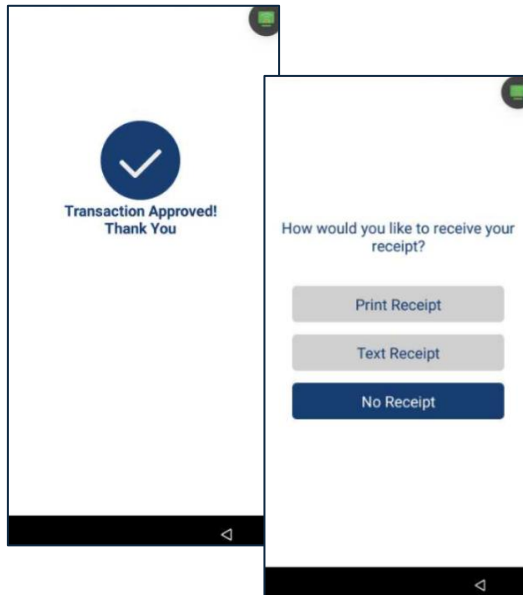


- 4 Enter the *Voucher number*, press *Enter*. Enter the *Authorization Code* and press *Enter*.



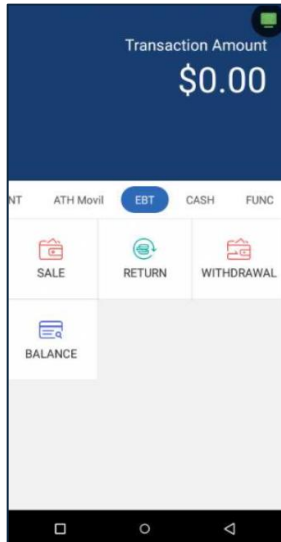
- 5 Once the transaction is completed, the terminal will display the payment result (Approved, Declined, etc.)

Select the method for customer's copy receipt: *Print Receipt*, *Text Receipt* or *No Receipt*.

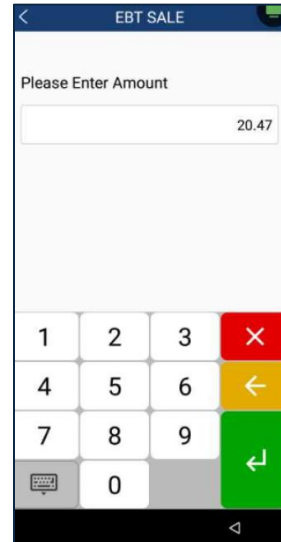


Food Stamp Voucher

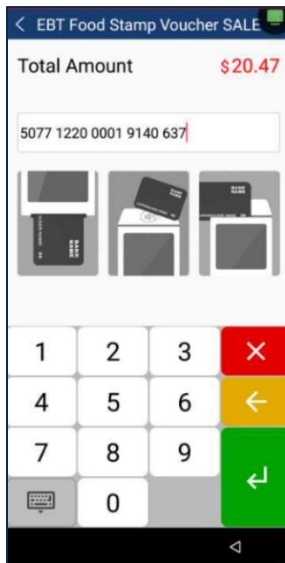
- 1 Go to the *EBT* section and press *Sale*.



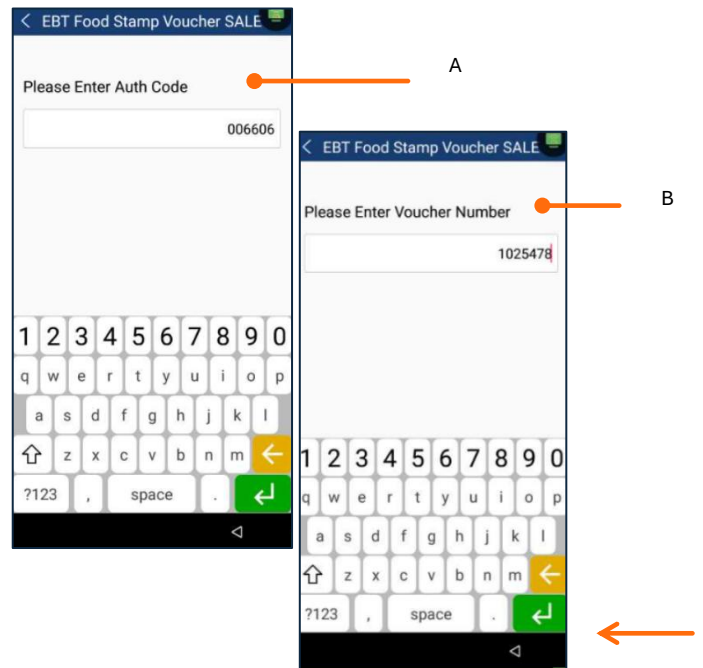
- 2 Enter the amount then press *Enter*. Select *Food Stamp Voucher*.



- 3 Enter the *card number* then press *Enter*.

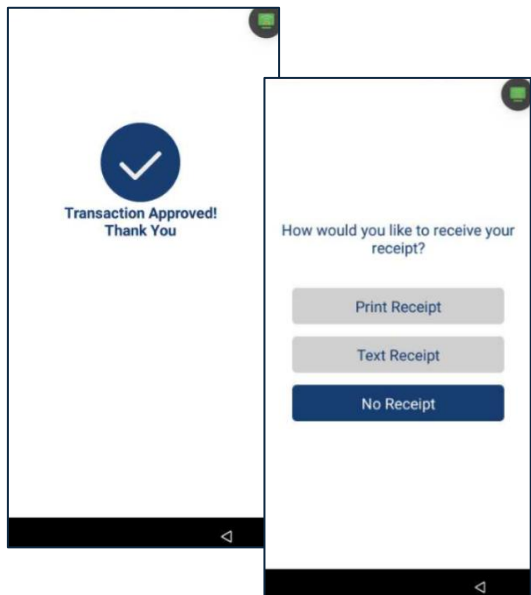


- 4 Enter the *Voucher number* then press *Enter*. Enter the *Authorization Code* then press *Enter*.



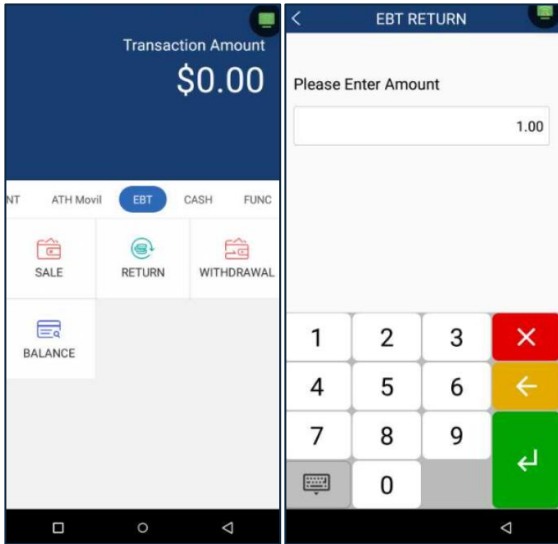
- 5 Once the transaction is completed, the terminal will display the payment result (Approved, Declined, etc.)

Select the method for customer's copy receipt: *Print Receipt*, *Text Receipt* or *No Receipt*.

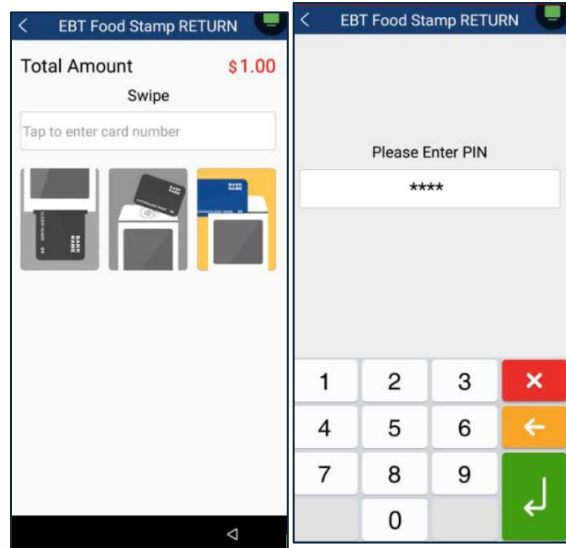


Return

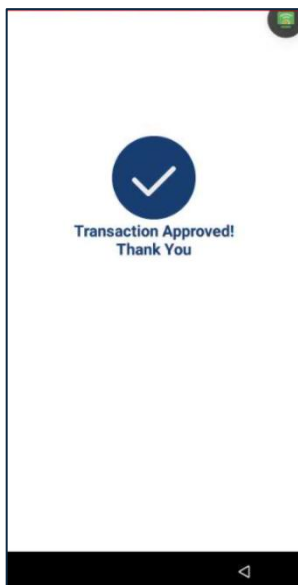
- 1 Press *Return*, then enter the *Manager Password*. Enter the amount and press *Enter*.



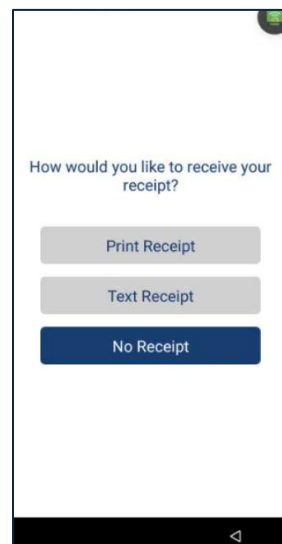
- 2 Swipe the card and enter the pin number.



- 3 Once the transaction is completed, the terminal will display the payment result (Approved, Declined, etc.)

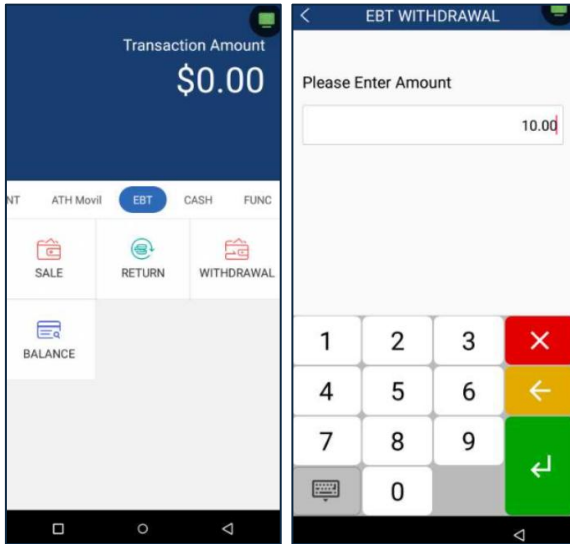


- 4 Select the method for customers copy receipt: Print Receipt, Text Receipt or No Receipt.

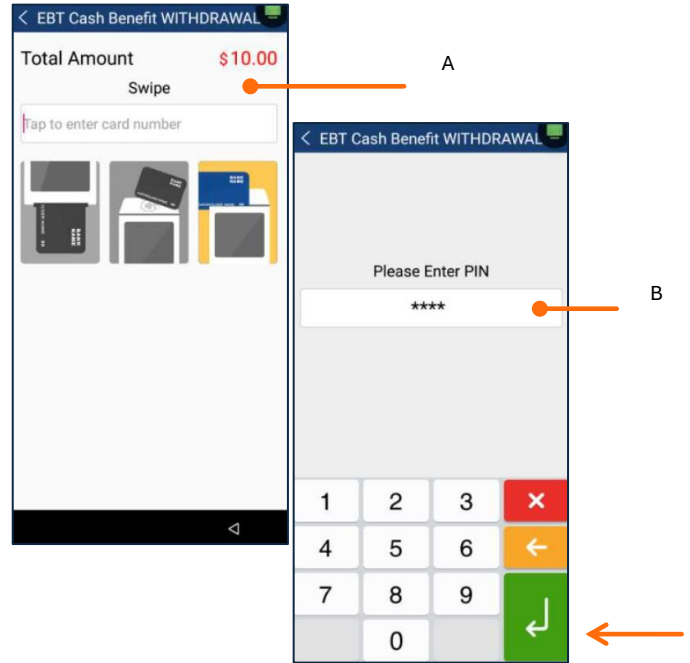


Withdrawal

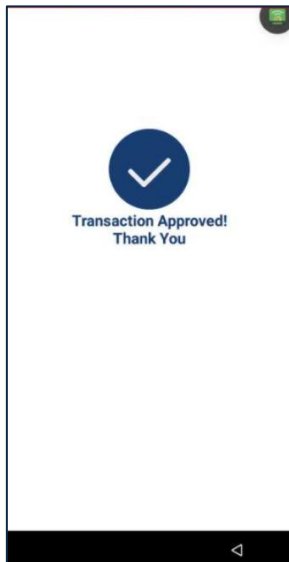
- 1 Press *Withdrawal*, then enter the amount and press *Enter*.



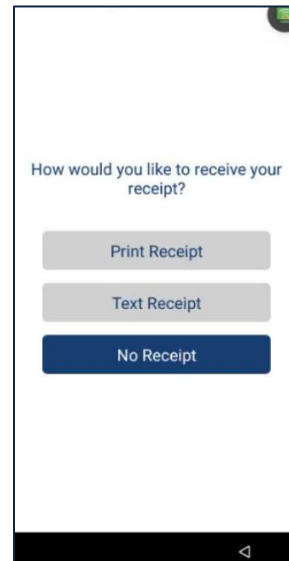
- 2 Swipe the card. Enter the *pin* number then, press *Enter*.



- 3 Once the transaction is completed, the terminal will display the payment result (Approved, Declined, etc.)

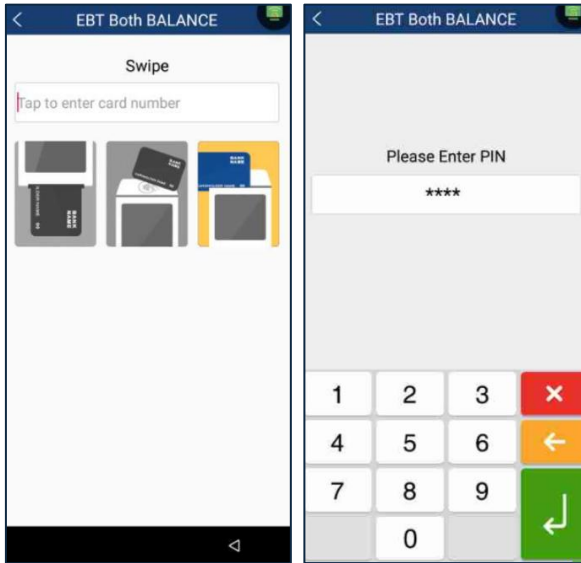


- 4 Select the method for customers copy receipt: Print Receipt, Text Receipt or No Receipt.

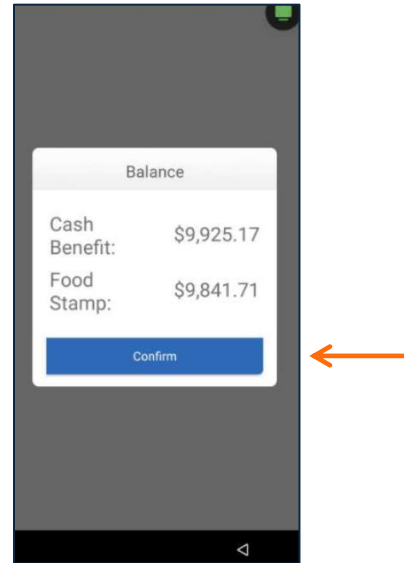


Balance

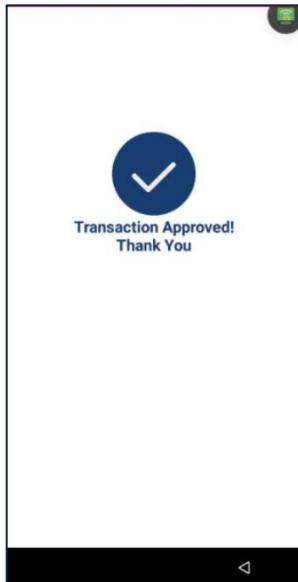
- 1 Press *Balance*, then, swipe the card. Enter the *pin number* and press *Enter*.



- 2 The balance will be displayed on the screen, then press *Confirm*.



- 3 Once the transaction is completed, the terminal will display the result. The EBT card balance will be printed on the *Customer Receipt*.

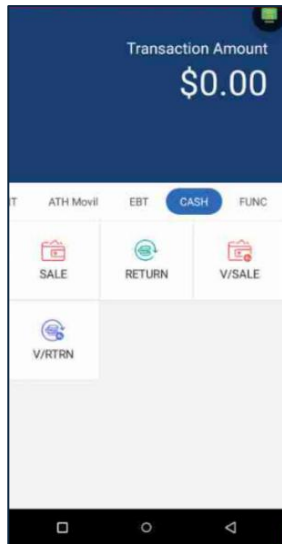


Cash

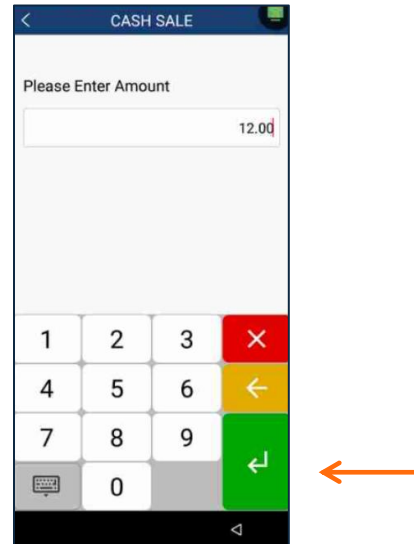
In this section, you will find the steps to process a *Cash Sale*, a *Return*, *Void a Sale*, and *Void a Return*.

Sale

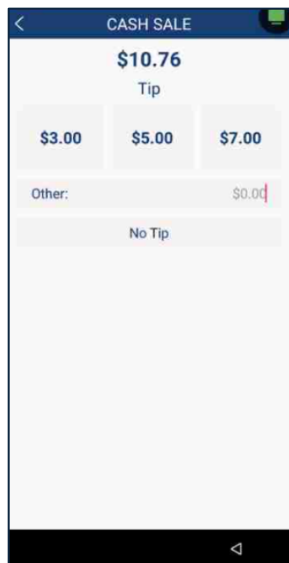
- 1 Press *Cash* then, press *Sale*.



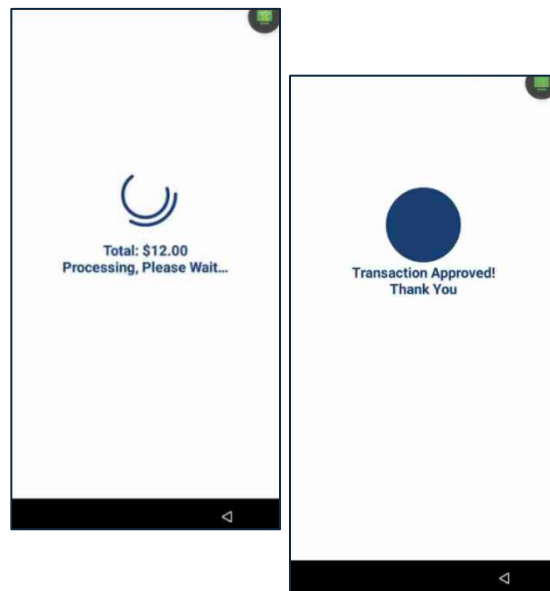
- 2 Enter the amount and taxes (if applies) then, press *Enter*.



- 3 Select a tip, you can select *Suggested Percentage*, enter *Other* or *No Tip*.

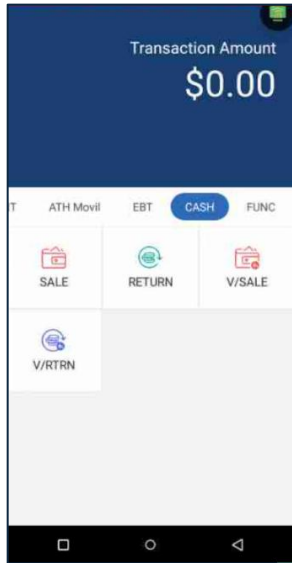


- 4 The transaction will be completed. The terminal will print a merchant copy receipt automatically. Select the method for *Customers Copy Receipt*: *Print Receipt*, *Text Receipt* or *No Receipt*.

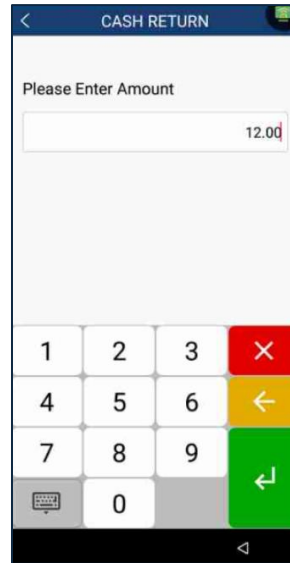


Return

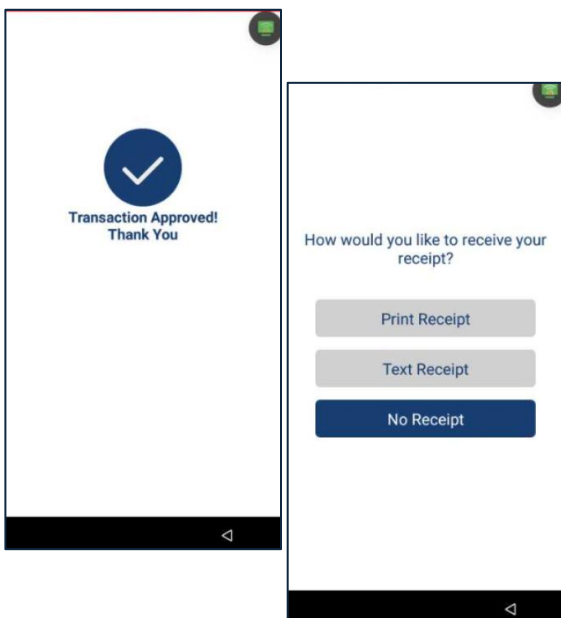
- 1 Press *Cash* then, enter the *Manager Password*. Press *Return*.



- 2 Enter the amount and taxes (if applies).

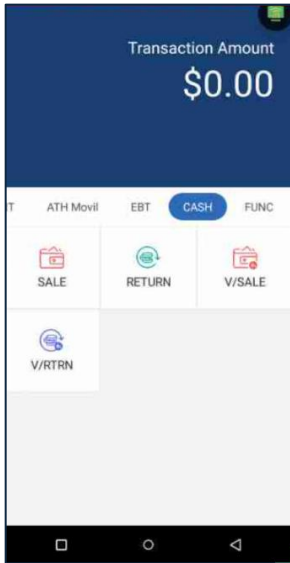


- 3 The transaction will be completed. The terminal will print a merchant copy receipt automatically. Select the method for *Customers Copy Receipt*: *Print Receipt*, *Text Receipt* or *No Receipt*.

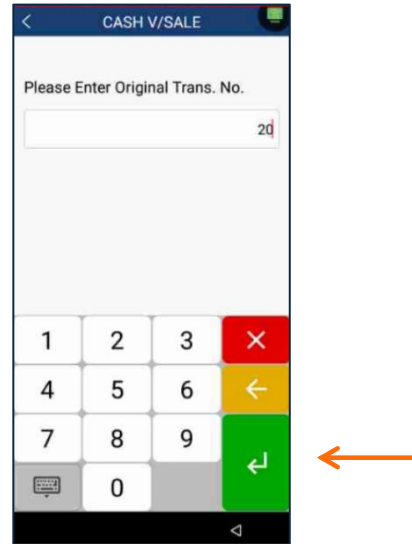


V/Sale

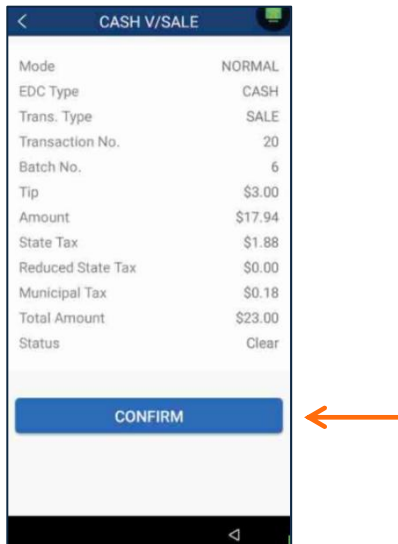
- 1 Press *Cash*. Then, enter the *Manager Password*. Press *V Sale*.



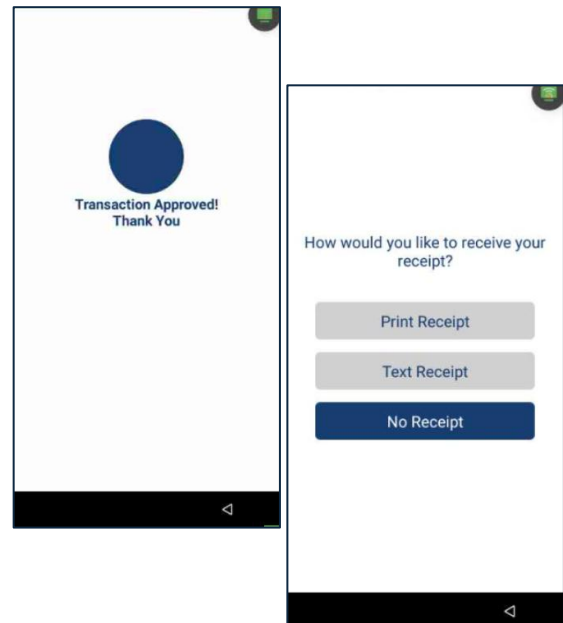
- 2 Enter the *Original Transaction Number*, then press *Enter*.



- 3 The terminal will display a summary of the transaction. Press *Confirm* to complete the *Void* transaction.

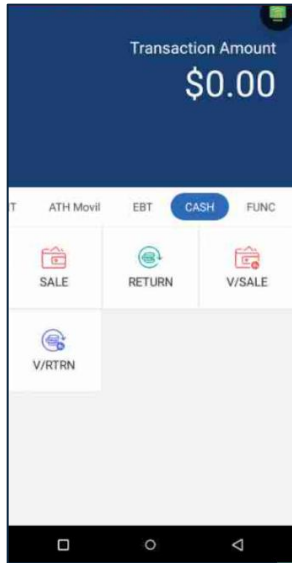


- 4 Select the method for *Customers Copy Receipt: Print Receipt, Text Receipt or No Receipt*.

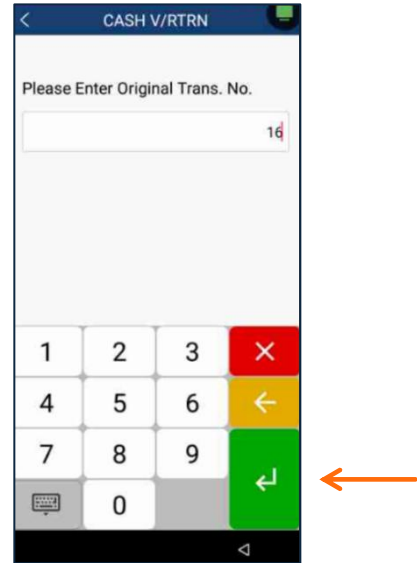


VRTRN

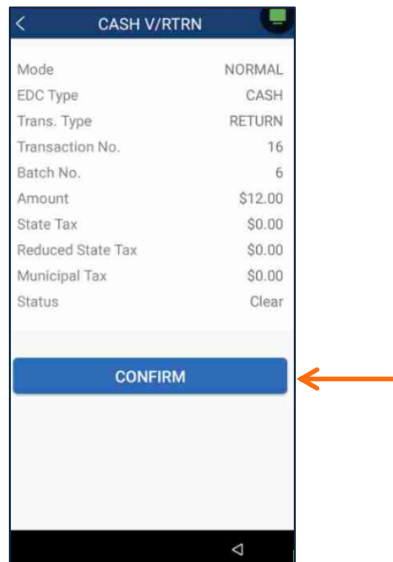
- 1 Press *Cash*. Then, enter the *Manager Password*. Press *V/RTRN*



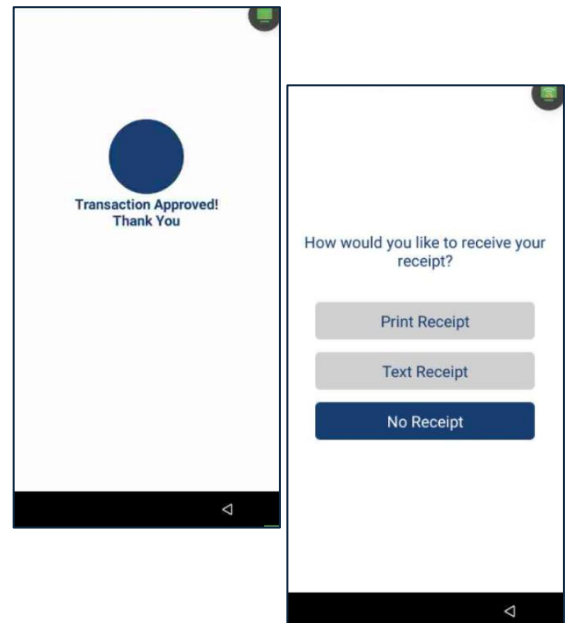
- 2 Enter the *Original Transaction Number*, then press *Enter*.



- 3 The terminal will display a summary of the transaction. Press *Confirm* to complete the *Void/Return* transaction.



- 4 Select the method for *Customers Copy Receipt: Print Receipt, Text Receipt or No Receipt*.



Functions

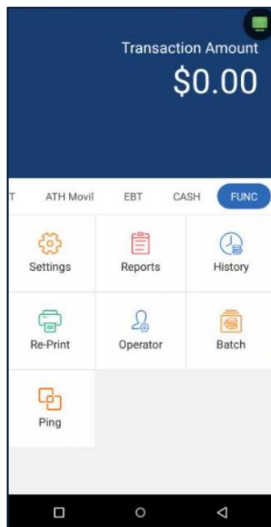
This section contains the main functions of the terminal, allowing the user to access and manage various essential settings and operations. The available functions include *Settings*, *Reports*, *History*, *Re Print*, *Operator*, *Batch*, *Tip Menu* and *Ping*.

Note: For these functions, the terminal will request an Operator Password.

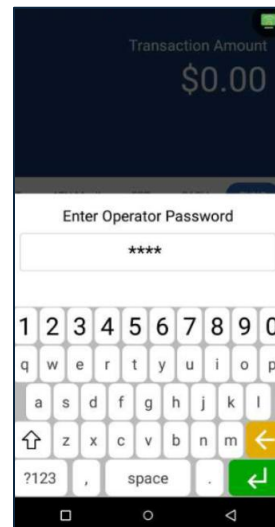
Reports

View and generate different types of reports, Default Report, Current Report, History Report, Tip Report, EMV Report and Failed Report.

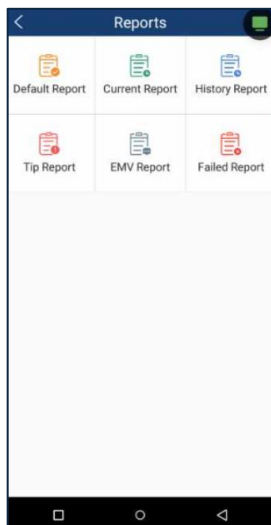
1 Press *Functions* then, *press Reports*.



2 Enter the *Operator Password*.



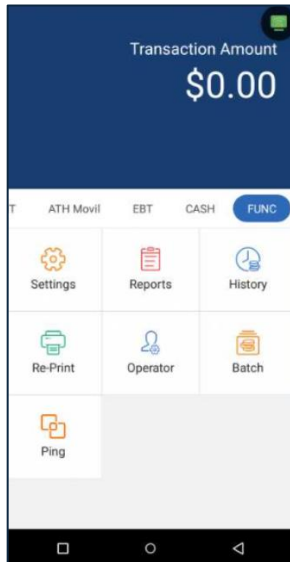
3 Select the type of report you would like to print.



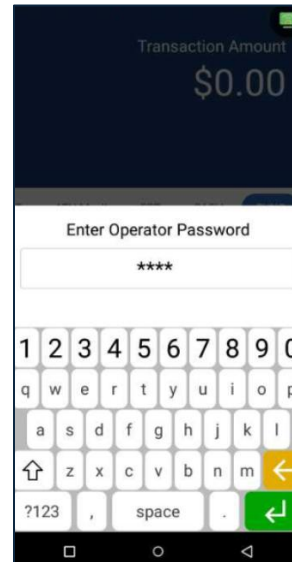
History

In this section, you can view a *detail transaction history* and search by invoice, server/clerk, transaction number, card type, or the last 4 digits.

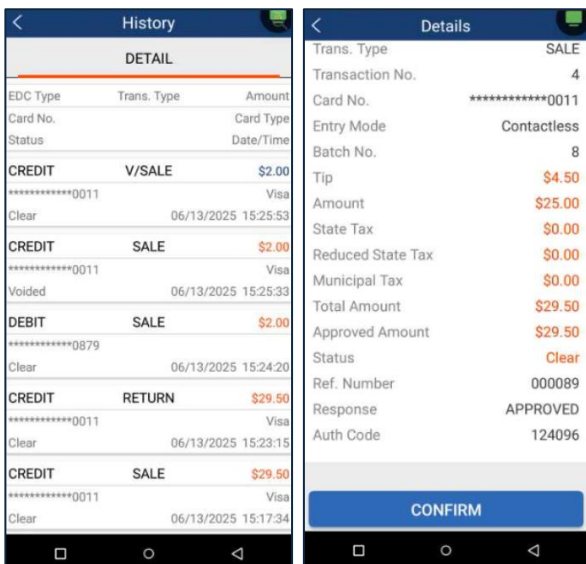
1 Press *Functions* then, press *History*.



2 Enter the *Operator Password*.



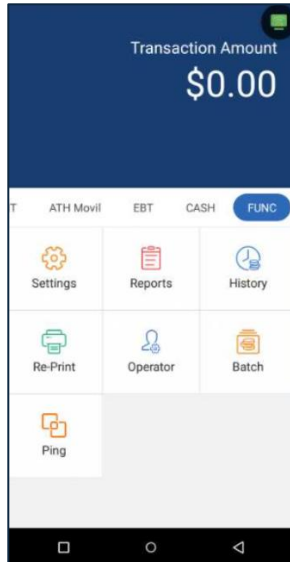
3 The terminal will display a summary of all transactions. Select a transaction to view its detail. Press *Confirm* to return to the transaction summary.



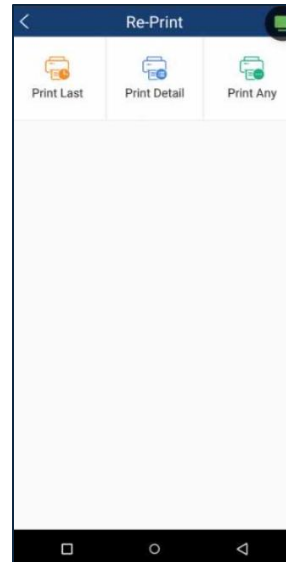
Re-Print

Below the steps to reprint a *last transaction*, a *print detail* or print a *merchant or customer receipt*.

- 1 Press *Functions* then, *press Re-Print*.



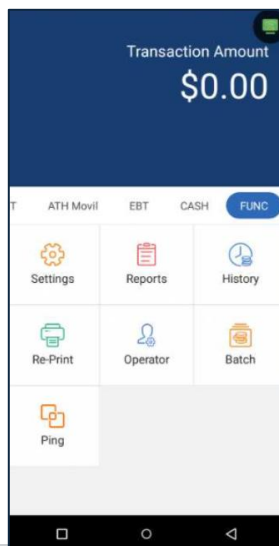
- 2 Select the type of receipt you would like to print: *Print Last*, *Print Detail* or *Print Any*. The terminal will print the receipt selected.



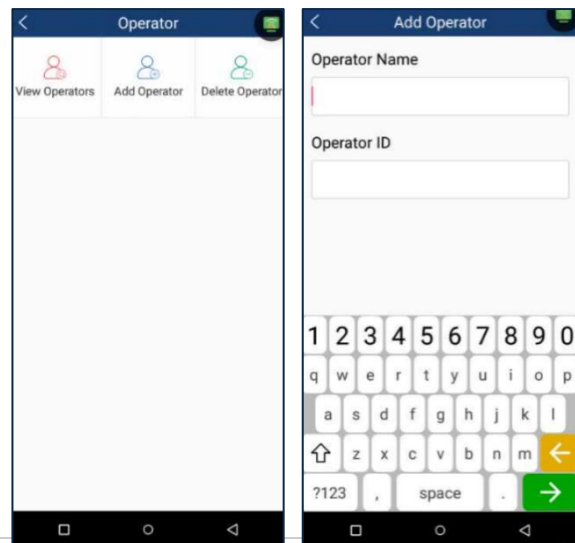
Operator

Below the steps to add, view and delete Operator users.

- 1 Press *Functions* then, *press Operator*. Enter the *Operator Password*.



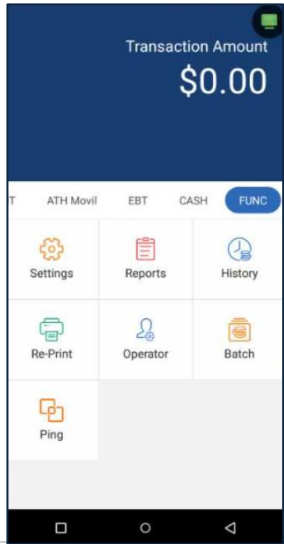
- 2 Select *Add Operator*. Enter the *Operator Name* and *Operator ID* then, press *Enter*.



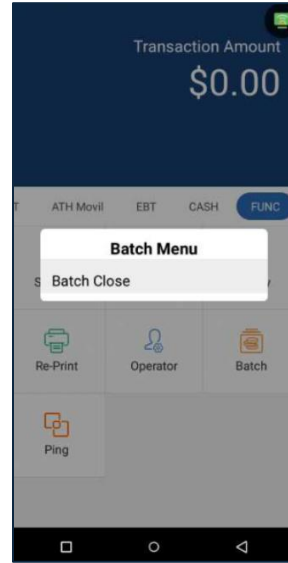
Batch

Below the steps to perform a *batch close (Settlement)* of the sales transactions.

- 1 Press *Functions*, then press *Batch*.



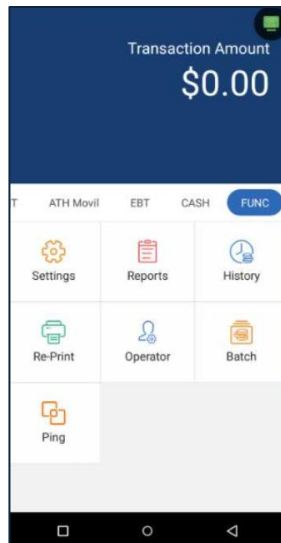
- 2 Press *Batch Close*. The terminal will print automatically a Condensed and Batch Report.



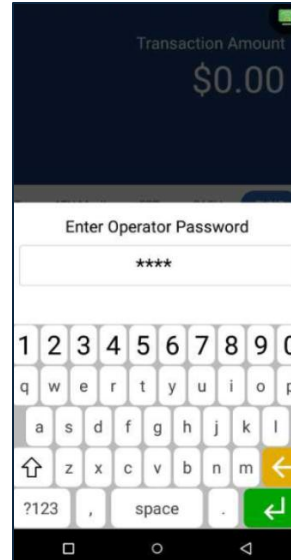
Ping

In this section allows the payment terminal to test its network connection and verify communication with the payment server.

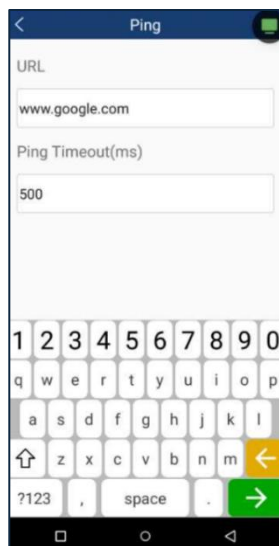
- 1 Press *Functions* and press *Ping*.



- 2 Enter the *Operator Password* then, press *Enter*.



- 3 On the screen it will display an URL address and a Ping timeout. Press *Enter* to validate the communication.



- 4 The terminal will display the result of the test (4 packets transmitted, 4 received). If the result is *Network is not available* or *unknow domain*, check the network setting.



Common Errors

In this section, some of the most common errors that may occur when using the terminal are described, along with their solutions. If the problem persists, please contact our Technical Support team at 787-751-1401.

1. Message – *Transaction timeout*

DESCRIPTION	DETAIL
Problem	This happens when there is a delay in entering the PIN number.
Cause	The PIN number was not entered in time.
Solution	Reprocess the transaction.

2. Message - *Network unavailable*

DESCRIPTION	DETAIL
Problem	Communication error, it could be due to a deactivated SIM card or disabled WiFi.
Cause	Communication issues.
Solution	Please refer to the Internet Connection and Ping section.

3. Message - *2-Chip Read Error*

DESCRIPTION	DETAIL
Problem	Error reading chip card.
Cause	This error occurs when the card is not properly presented for contact reading.
Solution	Try placing the card again on the contact area.

4. Message – *The EBT and Cash section is not displaying.*

DESCRIPTION	DETAIL
Problem	The EBT and Cash section disappears.
Cause	This error occurs when the terminal is out of paper.
Solution	Load paper into the terminal.

5. Skip the Tip

DESCRIPTION	DETAIL
Problem	The customer wants to skip the tip and proceed with the payment of the purchase.
Cause	The terminal does not allow the payment to proceed if the customer chooses not to leave a tip.
Solution	Enter the amount \$0.00 and press Enter to continue with the transaction payment.

6. Please Settle

DESCRIPTION	DETAIL
Problem	The terminal no process transaction.
Cause	The terminal does not allow transactions until a deposit is made. After three days without a deposit, the terminal will display the error: <i>Please Settle</i> .
Solution	The customer must make a deposit. In the <i>Functions</i> section, go to <i>Batch</i> . Then, go to <i>Batch Close</i> .

7. Call Help FE

DESCRIPTION	DETAIL
Problem	The terminal does not process transactions.
Cause	It does not allow any transaction and displays the message <i>Call Help FE</i> on the screen.
Solution	Please contact Technical Services at 787-751-1401.

FAQs

1. Does the terminal have an external PIN pad?

Yes. Only the A80 terminal model can have an external PIN pad, which is the Q25 PIN pad. The A920PRO terminal models do not support an external PIN pad.

2. Does the terminal manage users?

Yes, the terminal manages users in the Operator section, where you can add, view, and delete users. To do this, you will need the Operator password.

3. Does the terminal require a password to process a manual transaction?

No, the terminal does not require a password to process a manual transaction.

4. Can the date and time be updated on the terminal?

No. Only the time zone can be updated through Settings > System > Date & Time.

5. How do you set the screen timer?

To set a timer on the terminal, go to Settings > Display > Advanced > Sleep. Then, select the number of minutes after which you want the screen to turn off. The terminal will display the selected number of minutes.

6. How do you process a refund transaction with a tip and tax?

If the sale includes tax and a tip, go to Payment section and then select Return. In the Amount field, add the subtotal of the sale and the amount of the tip that was added. The taxes should be entered in their respective fields.